



# CATAWBA COUNTY

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Public Health

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## **WIC Open Access Scheduling**

With a new year comes a new service offered by Women Infants and Children, or WIC, at Catawba County Public Health. Beginning January 5<sup>th</sup>, it will be easier for WIC clients to set up an appointment or reschedule due to the new open access scheduling program.

WIC is a preventive program administered by Catawba County Public Health which provides low-income pregnant women, new mothers, infants and children ages birth to 5 years old with nutritious foods, nutrition education, and improved access to health care in order to prevent nutrition-related health problems in pregnancy, infancy and early childhood. Open access scheduling will shorten the amount of time that WIC clients have to wait to receive an appointment. If clients have to reschedule, they can receive a new appointment as early as the next day.

Previously, WIC clients would be asked to schedule their appointments three months in advance. If they had to cancel their current appointment, it could take as long as eight to ten weeks before a participant could be seen. This posed a problem as clients often forgot about appointments that were scheduled so far in advance and made it challenging for WIC to adjust their staffing levels accordingly.

"This program has been successfully implemented in other WIC departments across the state and we are looking forward to offering it to our clients," stated Julie Byrd, Director of the Women, Infants and Children Program at Catawba County Public Health. "We foresee great things with open access scheduling and hope that our clients will enjoy the flexibility that it will give them."

All WIC participants will be able to take advantage of open access scheduling. For those requiring a Hmong interpreter, one will be provided on Thursday mornings. Spanish interpreters are available Monday through Friday 8 a.m. until 5 p.m.

For more information about the open access scheduling program or about the WIC program, please contact the WIC reception area at 695-5884 or visit the Public Health website at [catawbacountync.gov/phealth](http://catawbacountync.gov/phealth).

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